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ABSTRACT

A follow-up study was undertaken at Yavapai College to determine why students stopped attending class and if possible to help them return to class. Instructors identified student "walk-outs" and notified Special Services staff who attempted to contact the students. In spring 1982, 129 walk-outs were contacted to determine why they had stopped attending class, if they had stopped attending all of their classes, what college services they had used, their future plans for enrollment, their current employment status, and their feelings about their educational experience at Yavapai. The study revealed: (1) 62.2% of the respondents did not feel that they had stopped attending class and 72.2% intended to return to class during the semester; (2) 20 of the respondents indicated that they had stopped attending classes due to "conflicting job hours," 21 due to "personal/family illness or injury," and 53 due to "other" reasons such as financial problems, too much homework, conflicting class schedule, and inconvenient hour; (3) 40% of the students had used financial aid services and 36.7% had obtained counseling; and (4) 62.2% of the students felt satisfied and 19.3% felt very satisfied with their educational experience at Yavapai. The study report includes student comments and the questionnaire. (AYC)

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YAVAPAI COUNTY COMMUNITY COLLEGE DISTRICT

Prescott Campus

Walk-Off Follow-Up

Volume 5, #1

Spring 1982 Students

February 11, 1983

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VC 830 341

TEX-SIS FOLLOW-UP
VOL. 5, #1
TABLE OF CONTENTS

I. INTRODUCTION

II. HIGHLIGHTS

III. COMPOSITE PROFILE

IV. PROFILE INDEX

V. QUESTIONNAIRE

TEX-SIS Follow-Up
Vol. 5, #1
INTRODUCTION

The TEX-SIS follow-up system has, as one of its subsystems, a follow-up questionnaire (see Section V) for the student who simply stops attending class, a "walk-off". The student may not have formally dropped the class. Hence, the major purpose of this follow-up is to determine why the student has stopped attending, and to help him/her return to class, if possible.

Walk-Off follow-up was available for those instructors who wished to use it in the Spring of 1982. The individual instructor is the key to success for this system. Although, Special Services staff actually attempted to contact the walk-off student, it was the instructor who had to notify Special Services of the walk-off. Also, the instructor determined how many absences constituted a walk-off. Many instructors did not choose to participate since participation was voluntary. It is important to understand, therefore, that responses to questions and comments produced in this document are to be associated only with those instructors who were willing to participate and were willing to risk some unfavorable comments.

Unlike other follow-up projects undertaken at Yavapai College, student respondents did not actually complete this questionnaire. Special Services staff contacted the walk-off student either over the phone or in person, and they filled out the questionnaire based on individual student responses. Comments, therefore, reflect what the student respondent said as recorded by a member of the Special Services staff.

Only one profile is contained in this document, the Composite or complete sample profile. There were 129 walk-offs contacted in the Spring 1982 semester after the tenth class day. Other available profiles (see Section IV)

based on individual courses, contain too few respondents to generalize from, and, therefore, are not included in this document. These profiles will be grouped on a division basis, and along with corresponding comments, will be sent to the respective divisions. Individual requests for particular profiles and corresponding comments should be directed to the Institutional Research office.

HIGHLIGHTS

Highlights from the seven questions on the Composite profile follow.

1. It is apparent from Question 1 that a number of the respondents contacted by Special Services did not think of themselves as having stopped attending the course (62.2 percent). Of those 79 respondents, separate tabulation of the questionnaires showed that 63 intended to return to the course that semester. There were also 15 respondents of the 48 who indicated that they stopped attending the course who planned, as well, to return that semester. From the remaining 33 who indicated that they had stopped attending the course, 30 indicated that they clearly did not intend to return that semester.

   It is apparent that members of the Special Services staff did not answer the second part of Question 1 strictly on the basis of "yes" responses to the first part. More than the 48 "yes" respondents were registered in both of the other alternatives to Question 1, concerning whether the respondent would return that semester or enroll the next semester. Special Services staff decided to go ahead and complete this portion of Question 1 irrespective of whether the respondent had indicated an original "yes" or "no" to the first part of Question 1.

2. Generalizations about responses to Question 2, relative to responses to the same question on other follow-up surveys, need to be carefully qualified. The first qualification concerns the definition of the sample in the Walk-Off follow-up. This is the one

follow-up undertaken, so far, at Yavapai College in which a pre-defined population and sample were not selected prior to the start of the project by the Institutional Research office. This population and sample, consequently, can in no way be compared to the other populations and samples found on Course or College Withdrawal follow-up or Non-Returning Student follow-up. Consequently, responses indicating dissatisfaction with instruction or dissatisfaction with course content are neither necessarily consistent or inconsistent with responses on other follow-up projects.

Second, the "other" alternative to Question 2 received a much higher percentage of responses than has been registered on previous follow-up projects. Probably, the main reason for this was that members of the Special Services staff took great pains to copy respondents' comments, many of which in abbreviated form would have fit in one of the other alternatives. The desire of Special Services staff to get the complete comment apparently resulted in the alternative "other" being checked frequently. Comments need to be reviewed to get a better understanding of what was registered in the "other" alternative.

3. Most of the students contacted in this survey planned to return to Yavapai College in the future (73 indicated "yes" and 25 indicated "undecided"). A majority of these students were intending to return the following fall or spring.

4. Responses registered on Question 6 indicated that approximately half of the students contacted in this survey were employed. Of the 58 who indicated they were currently employed, 20 (34 percent)

indicated on Question 2 that they stopped attending class due to conflicting job hours. It is apparent from this, and other follow-up research conducted at Yavapai College, that a sizeable percentage of students who are employed have difficulty with job conflicts. This has been a recurring problem as indicated in other follow-up research, and additional attention should be directed to it.

5. Again, consistent with previous follow-up research, the overwhelming majority of respondents were either "very satisfied" or "satisfied" with their experiences at Yavapai College, as shown by responses to Question 7. However, even though only 4 respondents indicated disappointed with their experiences, faculty and administration should continue to be sensitive to this disappointment and should take steps to minimize it.

YAVAPAI COUNTY COMMUNITY COLLEGE DISTRICT
INSTITUTIONAL RESEARCH

TEX-SIS
Student Information System

Profile: Composite
Sample Size: 129
Post Secondary Student Follow-Up
Prescott Campus

Walk-Off, Spring 1982

QUESTION 1

Have you stopped attending the course listed on the reverse side of this card?

N		%
79	No	62.2
48	Yes	37.8

If yes, do you plan to:

A. Return this semester?

N		%
78	Yes	72.2
30	No	27.8

B. Enroll next semester?

N		%
28	Yes	33.3
56	No	66.7

QUESTION 2

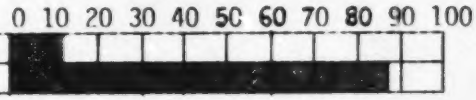
Why have you stopped attending class?

N		%
15	Attendance problems	10.2
1	Grade problems	0.7
6	Dissatisfied with instruction	4.1
2	Found job in occupation related to course(s)	1.4
5	Transportation problems	3.4
20	Conflicting job hours	13.6
2	Dissatisfied with course content	1.4
12	Too heavy course load	8.2
21	Personal/family illness or injury	14.3
10	Other personal/family reasons	6.8
53	Other (describe)	36.1

QUESTION 3

Have you stopped attending all courses in which you are enrolled?

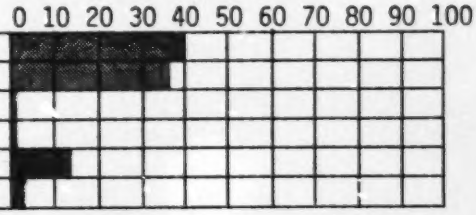
N		%
16	Yes	13.0
107	No	87.0



QUESTION 4

Please check the appropriate box(es) if you have used any of the following.

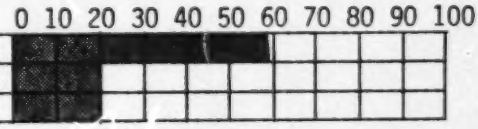
N		%
36	Financial Aids	40.0
33	Counseling	36.7
2	Job Placement Assistance	2.2
2	Health Clinic/Services	2.2
13	Tutoring Services	14.4
4	Veteran Services	4.4



QUESTION 5

Do you plan to enroll at this college in the future?

N		%
73	Yes	59.4
25	No	20.3
25	Undecided	20.3



If yes, when?

N		%
57	Next Fall	68.7
11	Next Spring	13.3
15	Next Summer	18.1
0	Later date	0.0

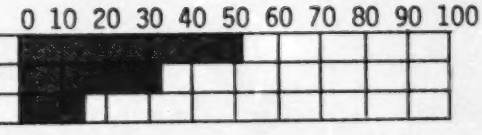
QUESTION 6

Are you currently employed?

N		%
58	Yes	48.3
62	No	51.7

If yes, how many hours per week?

N		%
30	Less than 31	51.7
19	31 - 40	32.8
9	Over 40	15.5



QUESTION 7

Which best describes your feeling about your educational experience at this college?

N		%	0 10 20 30 40 50 60 70 80 90 100
23	Very satisfied	19.3	
74	Satisfied	62.2	
18	Average	15.1	
3	Disappointed	2.5	
1	Very disappointed	0.8	

COMMENTS

Course Prefix	Course Number	Section Number	Question 2 - Other	Other Comments
ACC	131	301	early morning	
ACC	131	301	No money	
ART	110	301	She has found out that she has another class during that hour.	She will drop this class. And enroll in another one.
ART	111	401		Was on a "road trip" to Yuma, so couldn't attend class. Plans on making it to the next one. Was employed, but not any more.
ART	121	401		Says she has not stopped attending - but does want to drop the course
ART	140	301		Not well designed for handicapped access
ART	145	301	Moving	(Name deleted) explained he had prior experinece in woodworking & was not learning.
ART	812	301	Too much homework & pressure to keep up with in addition to her other classes.	She says she talked to the instructor last week, & informed him that she was going to drop the course. She has not filled out a drop slip, & does not really feel that it is necessary for her to do so. She is enrolled in other Retirement classes, & just couldn't keep up with this one, although she is extremely happy with the College & the courses offered in Retirement section.

Course Prefix	Course Number	Section Number	Question 2 - Other	Other Comments
AUT	131	301	someone he works for is ill in Phoenix & he goes there quite a bit to help out!	
CHM	151	401	ill pneumonia	
COU	111	301		student missed a couple of classes but plans to make the rest.
ENG	030	301	went back to Tucson - attending school there	
ENG	101	303		Student has had flu this week. Plans on attending class next Tuesday. Was also given the instructor's office hours - will try & see her on Monday morning.
ENG	101	303	Conflicting YC schedule	Student's wife said that he couldn't make it to the scheduled class, because he had another class with overlapping times. He has enrolled in a MWF 11:30 section instead of the TTh class. Re. #7 above - she said "He's 25, going to school with a bunch of teenagers."
ENG	101	303		Has been sick, & not able to attend any classes yet. Plans on making it to this class next Tuesday.
ENG	131	302		Says he was sick, & has already talked to instructor. He will be back in class.
HUM	242	301		classes/teachers were impressive!
LBA	111	301	didn't know he had to check in	

Course Prefix	Course Number	Section Number	Question 2 - Other	Other Comments
MTH	030	301		Loved the class
MTH	030	301	can't sit in class to do homework	Has class at 1:30. Would like to exchange to 10:30!
MTH	030	301	misses class on Friday because leaves town	
MTH	030	301	still going	
MTH	030	303	ill with cold for 2 weeks	
MTH	030	303		Didn't have as many absences as the computer said I had 5 but computer said 9
MTH	030	303	A.M. class - 7:30 needed new book & bookstore not open 'till 8:30 only class	
MTH	030	303		Student out ill with flu; will be returning to class.
MTH	030	303		Services aren't broadcast on campus
MTH	030	401	ill with cold - had it for 2 weeks	
MTH	030	401	Bills/Payments	Put in a Drop for class! with what they have to work with? but not satisfying to him!
MTH	037	301		When she enrolled for classes, she was only working part-time, and has since received a promotion. She is working aobut 60 hours a week, & getting home at 2 a.m. - so she could not continue with classes. She withdrew from all of them on 2-8-82.

Course Prefix	Course Number	Section Number	Question 2 - Other	Other Comments
MTH	037	301	needed 2 credit hours in Science, so switched to Science course instead.	
MTH	037	303		Lab Asst. are overworked in math lab
MTH	037	304	Early A.M. class - she missed meetings	Would like more lecture MTH 037 class time available
MTH	037	304		General doctrine - high school 'mentality' & is insulting to adults
MTH	037	304	Just don't want to go	
MTH	037	304	lazy	
MTH	037	305	Assistant to Y.C. B-Ball - misses classes during travel	
MTH	037	305	Have overload with other classes - has 22 hours	
MTH	037	305	Too tired	Feels some classes are vague - didn't care to be specific
MTH	037	305		Too early in morn. - 7:30 a.m.; has a very heavy schedule; Jeff seems to be 'spread toothin' too many students, too few aides
MTH	037	305	Good class; lenient lab - too easy to skip classes & he did	
MTH	037	306	Have been busy with personal business	
MTH	037	306	had mono	
MTH	037	306		Resumed classes 2 weeks ago
MTH	037	401		took Study Habits class & was disappointed

Course Prefix	Course Number	Section Number	Question 2 - Other	Other Comments
MTH	037	401		Adult - working adult - finds after 5 p.m. 3 hr. class is too long - would rather 3-1 hr. a week. Attention span shortens.
MTH	037	402	Mon. night class full schedule on Mon.	
MTH	037	402	Wishes she were in a lecture class at night, works all day & at night - too tired, would like more regimentation	Feels college has improved in 3 1/2 years she's attended
MTH	037	403	Too far behind in class & dropped Too many students Too few T.A.'s	
MTH	130	301		Hanes Eng. Comp. - very satis.; all lab - not enough T.A.'s to students
MTH	130	301	Needs glasses to see board!	Didn't pass pre-test Won't take beg. Alg.
MTH	130	302	lecture was too boring	
MTH	130	303	Down to Phx. family reasons	Dorothy Fitz 'Business Comm.' good content, efficient teacher; Tennis - 10 weeks too short; Especially E. Trueblood - 'Great teacher'; Photography - Gary Llewlyn excellent. 'Mastering Coll. studies'; lousy book, class needs development. Cold instructor. 'Speed critical reading' excellent class & Prof.
MTH	130	304		Went back to class

Course Prefix	Course Number	Section Number	Question 2 - Other	Other Comments
MTH	130	304	see below	She just had a baby, & could not keep up with her classes. Has dropped them all; hopes to enroll again sometime, but she doesn't know when.
MTH	130	304	too early	
MTH	130	304	Too busy mostly work related	Feels Y.C. a good school, tired of schools in general
MTH	130	304	Flu	
MTH	130	304	Started out late	
MTH	130	304	Also, just recently moved	
MTH	130	305	Away from campus	
MTH	130	305	Lab situation is rotten - not T.A.'s fault; too noisy in lab - would prefer lecture class not enough offerred don't meet lecture class needs.	
MTH	130	305	Too busy	Auto. major - needed better '2 year program' counseling for registration. He's been writing his own each semester. Also feels counselors don't know 'voc.' school regimes - when registering 9 hrs. of credit may be 18 hrs. of lab per week.
MTH	130	306	Too early in a.m.	Thinks the class is very good
MTH	130	306		Mother has been ill - has returned to class
MTH	130	402	illness	
MTH	130	402		Soc. - Ken Meiers 'great'; might go to NAU; Barkhurst 'good teacher';

Course Prefix	Course Number	Section Number	Question 2 - Other	Other Comments
MTH	137	305		Missed some classes - other school work. Feels she'd do in a structured class - is going to try lecture.
OAD	130		Lack of time	
OAD	130	301	Had chicken pox - still planning to attend class	
OAD	130	301	Conflict with teacher	
OAD	130	301	Student feels typing lab "review meetings" are sometimes hard to keep. Meetings at end of day. Student sometimes late; teacher gave. Admits she is not always organized. Good class & good teacher.	
OAD	130	301	Student joined class after beg. semester & this may have something to do with 4 absences. Seemed to resent talking about his absentee record	
OAD	130	401		Has dropped class (maybe) - student under impression that Financial Aids would take care of the drops for her. Was told she needed to do it herself.
PHE	118	301	thought he would lose weight	Never attended! Very questionable person
PHS	141	301	wanted to switch to Amer. Govt.	

PROFILE INDEX

Individual course profiles are listed in this section.

PROFILE INDEX	NUMBER OF RESPONDENTS
ACC 131	2
ART 110	3
ART 111	1
ART 121	1
ART 140	2
ART 145	1
ART 812	1
AUT 131	1
CHM 151	2
COU 111	1
ENG 030	1
ENG 101	4
ENG 131	3
ENG 132	1
HUM 242	1
ITM 120	1
LBA 111	1
MTH 030	22
MTH 037	34
MTH 130	29
OAD 130	12
OAD 222	1
PHE 118	2
PHS 141	1
PHY 142	1

QUESTIONNAIRE

F02-6-D (WO) SEM:

1 Have you stopped attending the course listed on the reverse side of this card?

34- 1 ☐ No
2 ☐ Yes; I plan to-

A. Return to this course this semester:
35- 1 ☐ Yes
2 ☐ No

B. Enroll for this course next semester:
34- 1 ☐ Yes
2 ☐ No

2 Why have you stopped attending class?

37-1 ☐ Attendance problems
38-1 ☐ Grade problems
39-1 ☐ Dissatisfied with instruction
40-1 ☐ Found job in occupation related to course(s) completed at this college
41-1 ☐ Transportation problems
42-1 ☐ Conflicting job hours
43-1 ☐ Dissatisfied with course content
44-1 ☐ Too heavy course load
45-1 ☐ Personal/family illness or injury
46-1 ☐ Other personal/family reasons
47-1 ☐ Other (describe)_____

3 Have you stopped attending all courses in which you are enrolled?

48- 1 ☐ Yes
2 ☐ No

4 Please check the appropriate box(es) if you have used any of the below college services.

49-1 ☐ Financial Aids
50-1 ☐ Counseling
51-1 ☐ Job placement assistance
52-1 ☐ Health clinic/services
53-1 ☐ Tutoring services
54-1 ☐ Veterans services

5 Do you plan to enroll at this college in the future?

55- 1 ☐ Yes; when?-
- 56-1 ☐ Next Fall
- 57-1 ☐ Next Spring
- 58-1 ☐ Next Summer
- 59-1 ☐ Later date

2 ☐ No
3 ☐ Undecided

6 Are you currently employed?

60- 1 ☐ Yes--
- How many hours per week?
  - 61- 1 ☐ Less than 31
  - 2 ☐ 31 to 40
  - 3 ☐ Over 40

2 ☐ No

7 Which statement best describes your feeling about your educational experience at this college?

62- 1 ☐ Very Satisfied
2 ☐ Satisfied
3 ☐ Neutral
4 ☐ Disappointed
5 ☐ Very Disappointed

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